



3rd QUARTER SERVICE REPORT 2009

Prepared for: **The Town of Frederick**

**FREDERICK-FIRESTONE
FIRE PROTECTION DISTRICT**



Office of the Fire Chief

Office: (303) 833-2742

Fax: (303) 833-3736

E-Mail: tposzywak@fffd.us

October 12, 2009

Administrator Derek Todd
Town of Frederick
401 Locust Street
Frederick, CO 80530

Mr. Todd,

In compliance with the District's Inter-Governmental Agreement (IGA) with the Town of Frederick, enclosed is the quarterly service report of our performance during the 3rd quarter of 2009. The report contains four categories; response times, training hours, code enforcement activities, and customer feedback items.

The response time section contains two reports; total average response time and explanations for response times over seven minutes. The average response time required by the IGA is 5.5 minutes 80% of the time. The District responded to a total of 364 incidents between July 1st and September 30th 2009 with an average total response time of 4.82 minutes in excess of 80% of the time. The District took longer than seven minutes to respond to 24 incidents. The summary of responses over seven minutes can be found on the "Incident Response Time Overages" report. Please note it is District policy not to respond emergent to routine incidents such as blood draws, agency assist calls, or other non-emergency and non life threatening situations. For a specific explanation of all overages please see the report.

The training report is divided into two sections; fire training hours and emergency medical training hours. All training conducted by the District is taught according to State of Colorado Division of Fire and Safety standards which in turn encompass International Fire Services Accreditation Council (IFSAC) and National Fire Protection Association (NFPA) standards. All medical training is approved by the District's Physician Advisor to meet or exceed Denver Metropolitan Medical Care Protocols. For the 3rd quarter of 2009, District employees and reserves participated in 453.5 hours of medical training and 1,515.5 hours of fire and rescue training.

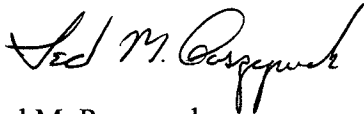
The Fire Prevention Division completed 74 fire safety inspections, 11 plan reviews, and 3 acceptance tests in the Town of Frederick during the 3rd quarter of 2009. Additionally, 2 Certificates of Occupancy were issued including; Fusion Dance & Theater Company and Centennial Lending Tenant Finish. Also, 3 fire safety articles were published in the local newspapers.

The final section contains community feedback measures. The District randomly mails out comment cards to citizens and businesses we respond to, both for emergencies and routine activities. The respondents are asked to rate the District's performance on a scale of 1-10; one being the lowest satisfaction rating and ten being the highest. The report contains a summary of

the cards mailed out, return rate and overall performance rating. During the 3rd quarter, the District mailed-out 140 emergency response cards and received a rating of 9 or higher on 96% of the cards returned. Additionally, the District mailed-out 74 response cards to businesses receiving an inspection during the 3rd quarter. Of the cards returned, 94% had a rating of 9 or higher. In total, the rate of return of all feedback cards was 31.7%.

Please review the enclosed material at your convenience. If you have any questions or should you need any additional information, please feel free to contact me. As always, if we can do anything to improve our service to the Town, please do not hesitate to let me know.

Respectfully,

A handwritten signature in black ink, appearing to read "Ted M. Poszywak". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Ted M. Poszywak
Fire Chief

SECTION 1

RESPONSE TIME SUMMARIES

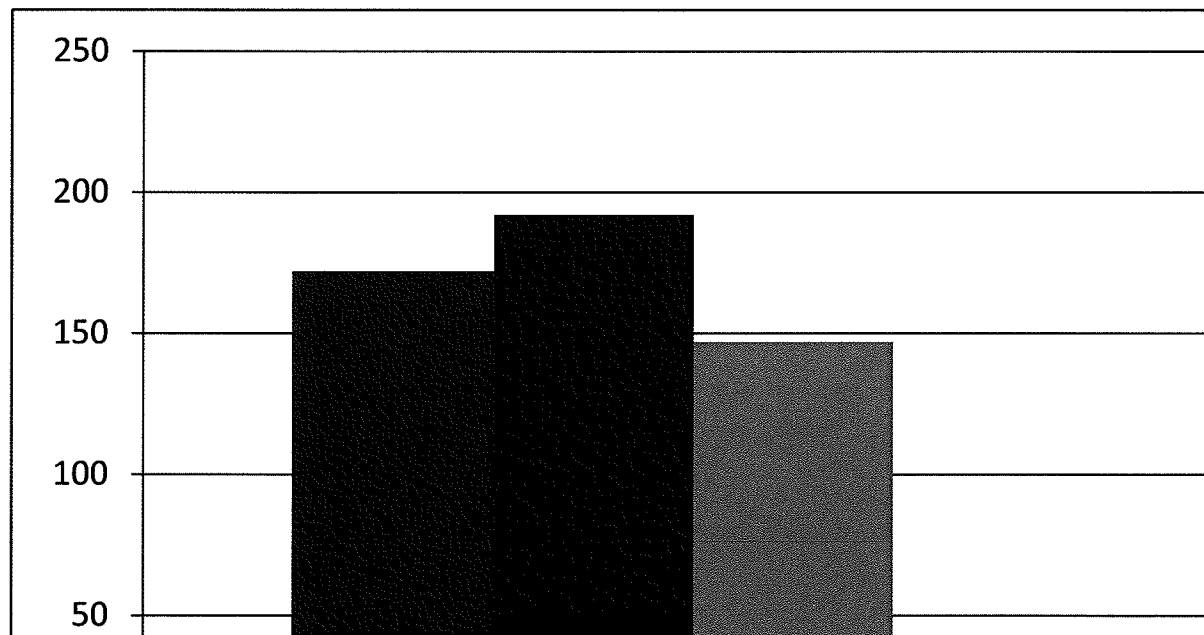
TOTAL AVERAGE RESPONSE TIME



RESPONSE SUMMARY
July 1st – September 30th 2009

	<u>2009</u>
Total incidents:	364
Total number of non-emergency response calls:	172
Total number of emergency response calls:	192
Total number of ambulance transports:	147
Total number of helicopter transports:	3
Average response time for emergency response calls:	4.82 min

Response Volume



RESPONSE TIME OVERAGES



RESPONSE OVERAGES

July 1st – September 30th 2009

INCIDENT #	DATE	ALARM TIME	ON SCENE	RESPONSE MIN	EXPLANATION
900614	7/3/2009	1:12	1:19	7	Primary response unit on another call
900644	7/17/2009	11:20	11:27	7	Response/access to I-25
900656	7/15/2009	1:43	1:51	7	Edge of response area
900679	7/19/2009	17:13	17:21	7	Time stamp error - Radio traffic
900694	7/21/2009	14:59	15:06	7	Edge of response area
900768	8/12/2009	19:03	19:10	7	Edge of response area
900794	8/19/2009	16:55	17:02	7	Primary response unit on another call
900866	9/7/2009	9:34	9:41	7	Road construction
900871	9/8/2009	8:04	8:12	7	Response/access to I-25
900880	9/9/2009	8:29	8:36	7	Primary response unit on another call
900907	9/15/2009	3:17	3:25	7	Edge of response area
900923	9/18/2009	7:24	7:31	7	Road construction
900654	7/14/2009	14:03	14:11	8	Primary response unit in training
900678	7/19/2009	15:17	15:25	8	Time stamp error - Radio problems
900684	7/20/2009	17:36	17:44	8	Primary response unit in training
900693	7/21/2009	14:48	14:57	8	Primary response unit in training
900892	9/10/2009	18:52	19:00	8	Primary response unit in training
900606	7/1/2009	9:38	9:47	9	Primary response unit in training
900607	7/1/2009	23:03	23:13	9	Response/access to I-25
900676	7/18/2009	23:06	23:16	9	Primary response unit on another call
900911	9/16/2009	9:25	9:35	9	Primary response unit in training
900612	7/21/2009	11:32	11:42	10	Wrong location given by Dispatch
900918	9/17/2009	11:11	11:22	10	New street names not referenced
900743	8/4/2009	22:37	22:50	12	Time stamp error - Radio traffic
900884	9/9/2009	0:35	0:49	14	Response/access to I-25

SECTION 2

TRAINING SUMMARY



TRAINING SUMMARY
July 1, 2009 – September 30, 2009

Total Fire Training Hours July - September: 1,515.5

Total EMS Training Hours July - September: 453.5

Overview of Training Events:

- July's Shift Training Topics covered vehicle fires, foam, and foam applications
- Firefighter Trevor Williamson attended a NIMS 400 class hosted by the Fort Lupton Fire Protection District
- The Officer Corp participated in Scene Safety training instructed by Battalion Chief Mike Reasoner
- Matt Pearson (Fire Dispatcher) of Weld County Communication provided us with a two hour training on using MDTs (Mobile Data Terminals)
- Division Chief Tim Zimmerman attended a 2 hour Public Information Officer (PIO) class on Emergency Notification of Residents with social networking tools (Twitter for example)
- Six District HazMat Technicians participated in the Quarterly Southwest Weld HazMat Tech Training that Greater Brighton Fire hosted
- August Shift Training Topics covered Hazardous Materials Operations and Technician level skills.
- The Officer Corp had training on Communications instructed by Captain Weese.
- Sixteen personnel attended a 3 hour Obstetrics Class hosted by our District. The class was instructed by Sky Ridge Medical Center.
- September Training Topics covered Water Rescue, Rope Rescue, and Trench Rescue.
- Eight firefighters attended on-line EMS refresher training through Aims Community College
- Firefighters Todd Simpson and Nathan Bastiaans attended a 20 hour HazMat symposium hosted by Longmont Fire
- Division Chief Zimmerman attended a 2.5 hour PIO class in Pagosa Springs
- Division Chief Puccetti, Battalion Chief Reasoner, and Captain Prunk attended a 40-hour advanced arson seminar in Denver
- C-Shift participated in a Drill at Coal Ridge Middle School
- Division Chief Zimmerman, Chief Poszywak, Lieutenant Fossen, and Firefighter Burns attended a 16 hour Instructional Methodology Class hosted by Windsor-Severance Fire Protection District

SECTION 3

FIRE PREVENTION SUMMARY



FIRE PREVENTION SUMMARY

July 2009 – September 2009

Fire Safety Inspections Completed

Town of Frederick - Life Safety Inspections – 74 inspections

Certificate of Occupancy Approved

Town of Frederick - Fusion Dance & Theater Company
Centennial Lending

Plan Reviews Completed

Town of Frederick – Verizon Cell Tower – Reviewed the plans for cell tower expansion.

Living Water North Gate – Completed the building plan review and the fire alarm system plan review.

St. Dimitrie Church – Completed the 2nd review for this project. A comment letter was sent to the Frederick Planning Department.

Fusion Dance & Theater Company – Reviewed and approved the tenant finish drawings.

Frederick Recreation Area (Milavec Lake) -Reviewed the submitted drawings for access and fire safety precautions. Civil Resources was contacted about the review.

Frederick Elementary School – Completed the review for the new playground equipment.

3773 Monarch Street - Completed the building plan review and the fire alarm system plan review.

Front Range Tooling – A review was completed of the Waiver request for this project. No comments were generated during the review.

Miner's Day – A review was completed for all the public tents and fireworks displays.

St. Dimitrie Church – A planning meeting was held with the owner/developer of the project.

Town of Frederick – A planning meeting was held with the Frederick Planning Department to discuss and set standards for parking lots and alley ways.

Special Inspections and Acceptance Testing

Town of Frederick - 3773 Monarch St. – The final inspection and testing of the new fire alarm system was completed.

Carbon Valley Recreation Center Gymnasium – The rough-in inspection for the fire sprinkler system was completed.

Miner's Day – Public tent inspection and the fireworks display inspection was completed for the event.

Fire Investigations

Town of Frederick - Commercial – 0

Residential - 1

Total fire loss - 0

Junior Firesetter Program

Town of Frederick - No contacts

Community Outreach Programs

Monthly blood pressure checks were completed at the Carbon Valley Recreation Center for all Carbon Valley residents.

July 2009 - The article was on Fireworks Safety.

August 2009 – The article was on Back to School Safety.

September 2009 - The article was on Distracted Driver in School Zones and Home Heating Tips

SECTION 4

FEEDBACK SUMMARY

**FREDERICK-FIRESTONE
FIRE PROTECTION DISTRICT**



Administration
Office: (303) 833-2742
Fax: (303) 833-3736

CUSTOMER EVALUATION SUMMARY
July 1st – September 30th 2009

<u>CARDS MAILED:</u>	<u>Emergency Incidents</u>	<u>Inspection Activities</u>
	150	74

CARDS RECEIVED:	42	29
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PERCENTAGE OF RETURN:	28.0%	39.2%
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<u>RATINGS OF CARDS RECEIVED:</u>	<u>Emergency Incidents</u>	<u>Inspection Activities</u>
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Rating of 10	88%	72%
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Rating of 9	8%	22%
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Rating of 8	2%	6%
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Rating of 1	2%	0%
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(Rating Scale: 10 = Excellent / 1 = Poor)